

Hoosain, Allan

From: mleonard@bellboyd.com
Sent: Friday, August 01, 2003 2:14 PM
To: allan.hoosain@uspto.gov
Subject: Draft Text

Examiner Hoosain,

Draft

Re: Serial No. 09/254,101

Replace the last paragraph of claim 19 (the "transferring" paragraph) with:

the communication system (KS) receiving a transfer request from the interactive voice response system (IVR) and transferring the communication terminal equipment (KE) from the interactive voice response system (IVR) to the reserved agent communication terminal equipment (AKE) in which the transfer occurs outside of the automatic call distribution system (ACD).

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8/1/03